



[Web](#) [Images](#) [Video](#) [News](#) [Maps](#) [more »](#)

"CTI server" "call context"

Search

[Advanced Scholar Search](#)
[Scholar Preferences](#)
[Scholar Help](#)

Scholar [All articles](#) - [Recent articles](#) Results 1 - 10 of about 15 for "CTI server" "call context". (0.3

[Call transfer and conference with separate billing records per leg - all 3 versions »](#)

RW Petrunka - US Patent 6,296,127, 2001 - [freepatentsonline.com](#)

... In the meantime, network CTI server 2120 transmits call context data, including data collected by the agent using agent terminal 2300, such as the customer's ...

[Cited by 1](#) - [Related Articles](#) - [Web Search](#)

[Method and apparatus for communication web services](#)

CR Strathmeyer - 2003 - [Google Patents](#)

... In one embodiment, system 100 may comprise a call terminal 102, a telephony network 104, a media server 108, an agent workstation 110, a CTI server 112, a ...

[Web Search](#)

[\[PDF\] CTI OS Developer's Guide for Cisco ICM/IPCC Enterprise & Hosted Editions - all 9 versions »](#)

C Headquarters - [cio.cisco.com](#)

Page 1. Corporate Headquarters Cisco Systems, Inc. 170 West Tasman Drive
San Jose, CA 95134-1706 USA [http://www.cisco.com](#) Tel: 408 ...

[Related Articles](#) - [View as HTML](#) - [Web Search](#)

[Communications - all 7 versions »](#)

MJ Crowther - US Patent 7,103,169, 2006 - [Google Patents](#)

... ACD PBX 42 OPERATOR POSITION COMP. COMP. OPERATOR POSITION V .50 48 CTI SERVER 46
-TEL. 46 -TEL. Fig. 3 44 Page 5. US Patent Sep. 5, 2006 Sheet 4 of 5 54 ...

[Web Search](#)

[\[PDF\] Cisco ICM Software CTI OS Developer's Guide - all 41 versions »](#)

C Headquarters - [www-search.cisco.com](#)

Page 1. Corporate Headquarters Cisco Systems, Inc. 170 West Tasman Drive
San Jose, CA 95134-1706 USA [http://www.cisco.com](#) Tel: 408 ...

[Related Articles](#) - [View as HTML](#) - [Web Search](#)

[Telephony system for conducting multimedia telephonic conferences over a packet-based network - all 3 versions »](#)

J Hirni, M Ely, B Cottle, C Gindel, RD'Angelo - US Patent 6,731,609, 2004 - [freepatentsonline.com](#)

... TABLE 2 Call Context Mapper Events Requests Description CTIRouteRequest Asks
the CTI server 40 for a device to which to route the call. ...

[Cited by 2](#) - [Related Articles](#) - [Web Search](#)

[System and method for automated telephone message routing using an altered ANI - all 3 versions »](#)

JL Muir, J Wood, CA Van Oort, DL Wooters, MP ... - US Patent 6,661,882, 2003 - [freepatentsonline.com](#)

The present invention provides a system and method of transferring a call signal
including call-related data received from a communications system between a host ...

[Cited by 2](#) - [Related Articles](#) - [Web Search](#)

[\[PDF\] Unified Customer Interaction Analyzer Customer Guide - all 11 versions »](#)

C Headquarters - [ciscosystems.com](#)

... The primary interface for the Call Recording Service (CRS), to a Cisco Unified ICME/CCE environment is through the CTI Server that resides on the Agent ...
[View as HTML](#) - [Web Search](#)

[System and method for automated telephone message routing - all 3 versions »](#)
EP Patent 1,054,554, 2000 - [freepatentsonline.com](#)
... The CTI Server then sends the agent extension and Session ID to the host.
The Host will use the information passed by the CTI Server ...
[Web Search](#)

[PDF] [Cisco Unified Contact Center Enterprise Solution Reference Network Design \(SRND\) - all 18 versions »](#)
A Headquarters - [www-china.cisco.com](#)
... CTI Server 3-41 CTI OS Considerations 3-42 Cisco Agent Desktop Considerations
3-45 Design Considerations for Unified CCE System Deployment with Unified ICM ...
[Related Articles](#) - [View as HTML](#) - [Web Search](#)

Key authors: [C Headquarters](#) - [I Elliott](#) - [A Headquarters](#) - [S Higgins](#) - [A Dugan](#)

Google ►

Result Page: 1 2 [Next](#)

[Google Home](#) - [About Google](#) - [About Google Scholar](#)

©2008 Google